

## **STATEMENTS OF WORK**

### **Basic Outline**

Generally, all Statements of Work (**SOW**) will include elements included in the following outline. Although all of these elements may not be applicable to every SOW, each of these elements should be **considered** to see if it is **applicable** to **your** project.

- I. General Description of Project**
- II. Definitions**
- III. Deliverables (Goods/Services)**
- IV. Personnel**
- V. Testing and Acceptance Criteria**
- VI. Payment**

## **Basic Questions**

Statements of Work provide the **WHO, WHAT, HOW, WHEN, WHERE** and **WHY** for your project.

### **I. General Description of Project**

#### **A. Brief description**

**WHY** is this project beneficial to the State?

**WHAT** are the services to be performed or goods to be delivered?

**WHO** will be responsible for performance and/or delivery?

### **II. Definitions**

#### **A. Frequently used terms**

**WHO** are the parties to the contract?

**WHAT** are the meanings of specialized terms used in the SOW?

**WHAT** abbreviations are used in the SOW?

### **III. Deliverables (Goods/Services)**

#### **A. Final**

**WHAT** services/goods will the State receive at contract completion?

**WHO** will perform services/manufacture goods?

**HOW** will services be performed/goods manufactured?

**WHERE** will services be performed/goods manufactured?

**WHEN** will services be performed/goods delivered?

#### **B. Interim**

**WHAT** separate components must be finalized prior to completion?

**WHO** will perform or manufacture components?

**HOW** will components be performed/ manufactured?

**WHERE** will components be performed manufactured?

**WHEN** will components be performed/goods delivered?

**WHAT** other components must be completed prior to this component?

### **IV. Personnel**

#### **A. Key personnel**

**WHAT** positions are required to complete this project?

**WHO** will fill these positions?

#### **B. Levels of expertise**

**WHAT** levels of training/experience are required?

- C. Project managers
    - WHO** will be the contract representative for the State?
    - WHO** will be the contract representative for the vendor?
    - WHAT** are the duties and obligations of the project managers?
  - D. Replacement
    - HOW** will key employees be replaced?
    - WHO** will be an acceptable replacement?
    - WHAT** will happen if an acceptable replacement cannot be found?
- V. Testing and Acceptance Criteria**
- A. Development
    - WHO** will be responsible for developing acceptance criteria?
    - HOW** will the criteria be developed?
    - WHEN** will the criteria be developed?
    - WHAT** will the criteria measure?
  - B. Measurements
    - WHAT** type of measurement is required for each deliverable?
    - HOW** will the measurement be applied?
  - C. Procedures
    - WHO** will evaluate the deliverable?
    - HOW** will acceptance or rejection be communicated?
    - WHERE** will the evaluation take place?
    - WHEN** must the evaluation be completed?
    - WHAT** happens if a deliverable is not accepted?
- VI. Payment**
- A. Contract method
    - WHAT** payment method is identified in the contract?
    - WHEN** will payments be made?
    - HOW** will payments be made?
    - WHAT** amounts will be held by the State pending final completion?
  - B. Standards
    - WHAT** conditions must be met prior to payment?
    - WHAT** standards must be met prior to payment?
    - WHEN** will payment in full be tendered?
    - HOW** do payments tie to acceptance of goods/services?

## **Project Detail**

The Statement of Work should contain all of the steps necessary to complete your project. Failure to include **all** necessary steps can result in **ambiguities** and **miscommunications** with respect to specifications, standards, timeliness or divisions of responsibility and liability.

### **I. General Description of Project**

- A. Brief description of:
  - 1. Services
  - 2. Products or goods
  - 3. Other deliverables

### **II. Definitions**

- A. Brief definition of **frequently used** terms:
  - 1. Terms of art
  - 2. Special or unusual usage of terms
  - 3. Agreed to by the parties

### **III. Deliverables (Goods/Services)**

- A. **Final** deliverable(s)
  - 1. Identify **specifications** and requirements
    - a. design required or optional
    - b. performance/manufacture
    - c. quantity
    - d. quality
    - e. required or optional
  - 2. Identify **responsibilities** of the parties
    - a. documentation
    - b. schedule of completion
    - c. reporting
    - d. training
  - 3. Identify **acceptance** criteria
    - a. evaluation
    - b. testing
    - c. change mechanism
- B. Identify **interim** deliverable(s)

1. Deliverable #1
  - a. Identify **specifications** and requirements
    - i. required or optional
    - ii. quantity
    - iii. quality
  - b. Identify **responsibilities** of the parties
    - i. documentation
    - ii. schedule of completion
    - iii. reporting
    - iv. training
  - c. Identify **acceptance** criteria
    - i. standards
    - ii. evaluation
    - iii. testing
2. Deliverable #2
  - a. Identify **specifications** and requirements
    - i. required or optional
    - ii. quantity
    - iii. quality
  - b. Identify **responsibilities** of the parties
    - i. documentation
    - ii. schedule of completion
    - iii. reporting
    - iv. training
  3. Identify **acceptance** criteria
    - a. standards
    - b. evaluation
    - c. testing
3. **REPEAT** for each additional interim deliverable

#### IV. Personnel

- A. Identify **key personnel**
  1. Required or preferred
  2. Individual or job category
- B. Identify required levels of **expertise**
  1. Training

- 2. Experience
- C. Identify **project managers**
  - 1. Responsibilities of **vendor** project manager
  - 2. Responsibilities of **State** project manager
- D. Procedures for **replacement** of key personnel

## V. Testing and Acceptance Criteria

- A. Development
  - 1. **Completed** prior to contract execution
    - a. included in Statement of Work
  - 2. **Developed** during performance
    - a. tied to original design
    - b. incorporates change orders/modifications
  - 3. **Party responsible** for development
- B. Acceptance **measures** for:
  - 1. Written reports
  - 2. Data/statistics
  - 3. Products
  - 4. Services
- C. Procedures
  - 1. **Inspection** of deliverables
  - 2. **Acceptance** of deliverables
  - 3. **Rejection** of deliverables
  - 4. **Re-performance**
    - a. **MUST** comply with cure provision in contract  
(See Model Contract Provision # )

## VI. Payment

- A. **MUST** conform with method of payment stated in **contract**  
(See Model Contract Provision # )
  - 1. **Lump sum** upon completion
  - 2. **Installments**

- a. installment payment amount **no greater than** portion of contract completed
- b. installments payments due upon
  - i. acceptance of **deliverable**
  - ii. acceptance of **tasks**
  - iii. **periodic** schedule
    - A. monthly
    - B. annually
    - C. other
- 3. **Cost Reimbursement**
- 4. **Holdback**

B. **Standards** of performance and quality

- 1. Identify **acceptance criteria** which must be met prior to acceptance
- 2. Identify **conditions** or **events** which must be met prior to payment